Province: Municipality(WC034) - Schedule of Service Delivery Standards Table 2019/2020

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Weekly
Premise based removal (Business Frequency)	Twice a week
Bulk Removal (Frequency)	Weekly (Infants, Malagas) Transfer stations
Removal Bags provided(Yes/No)	Yes
Garden refuse removal Included (Yes/No)	Garden refuse collection service per request
Street Cleaning Frequency in CBD	Daily and week-ends
Street Cleaning Frequency in areas excluding CBD	Monthly
How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours
Clearing of illegal dumping (24hours/48hours/longer)	Longer
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes - Permit Reg: B33/2/800/9/S/P171 27 March 1996
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue Drop 85,16% Green Drop 41% No Drop 0
Is free water available to all? (All/only to the indigent consumers)	Indigents
Frequency of meter reading? (per month, per year)	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	Within 8 hours
Up to 5 service connection affected (number of hours)	Within 8 hours
Up to 20 service connection affected (number of hours)	Within 8 hours
Feeder pipe larger than 800mm (number of hours)	N.A.
What is the average minimum water flow in your municipality?	1.5 Ml / Day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	Within 5 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No, but the alkalinity and acidity of water is controlled at the Water Treatment Works
Electricity Service	
What is your electricity availability percentage on average per month?	99% depending on load shedding
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes, but it need to be updated
How much do you estimate is the cost saving in utilizing the ripple control system?	Less than 10% - Consumers to have timers on their geysers
What is the frequency of meters being read? (per month, per year)	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	3 Hours
Are Accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	When it is reported the replacement will take place within 7 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes, monitoring of consumption

SWELLENDAM MUNICIPALITY
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